



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s):

Ozugur, et al.

Docket:

139164

Serial No.:

10/721,558

Art Unit:

3629

Filed:

November 25, 2003

Examiner:

Not Assigned

Title:

Web Based CRM Service Using On-Line Presence Information

INFORMATION DISCLOSURE STATEMENT

Certificate Under 37 C.F.R. §1.8(a)

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Melane Murdon

Dear Sir:

Pursuant to 37 C.F.R. § 1.56 and in accordance with 37 C.F.R. §§ 1.97-1.99, an information disclosure statement is filed on Form PTO/SB/08B. Copies of each of the references listed on the attached Form PTO/SB/08B are enclosed.

The submission of any document herewith is not considered as an admission that a prior art search has been made or that such document is material to patentability or constitutes prior art against the claims of the present application. No rights are waived hereby to take any action that would be appropriate to antedate or otherwise remove as a competent reference any document that is determined to be a prima facie prior art reference against the claims of the present application.

Respectfully submitted,

ALCATEL

Dated: March 23, 2005

Bobby D. Slaton Reg. No. 43,130

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PTO/SB/08a (08-03)

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Complete if Known Substitute for form 1449A/PTO Application Number 10/721,558 Filing Date INFORMATION DISCLOSURE November 25, 2003 First Named Inventor Ozugur, et al. STATEMENT BY APPLICANT Art Unit 3629 **Examiner Name** Not Assigned (Use as many sheets as necessary) Attorney Docket Number 2 139164 Sheet

			U. S. PATENT	DOCUMENTS	
Examiner Initials*	Cite No. ¹	Document Number Number-Kind Code ^{2 (f known)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	A	^{US-} 2001/0032244 A1	10/18/2001	Neustel	
	В	^{US-} 2002/0145628 A1	10/10/2002	Burgin, et al.	
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	FOREIGN PATENT DOCUMENTS								
Examiner Cite No.1		Foreign Patent Document Country Code ³ Number ⁴ Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T [€]			
	C	GB 2 329 046 A	03/10/1999	Mitel Corporation					
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Examiner	Date	
Signature	Considered	

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. 1 Applicant's unique citation designation number (optional). 2 See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. 3 Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). 4 For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. 5 Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. 6 Applicant is to place a check mark here if English language Translation is attached.

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Substitute fo	or form 1449B/PTO			Complete if Known			
				Application Number	10/721,558	·	
INFO	RMATION (DISCLOS	SURE	Filing Date	November 25, 2003		
STAT	EMENT BY	'APPLIC	CANT	First Named Inventor	Ozugur, et al.		
				Art Unit	3629		
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		NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*					
	D	THURMAN, et al.; Design of an Intelligent Web-Based Help Desk System; IEEE International Conference on Systems, Man, and Cybernetics; 12-15 Oct. 1997; pp. 2198-2203; Vol. 3			

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¹ Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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			Art Unit 36			3629	3629			
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		This Submission	19	Attorney Docke	t Number	139164				
			ENC	LOSURES	(Check all	that apply)			
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Fee Attached Amendment/Reply After Final Affidavits/declaration(s) Extension of Time Request Express Abandonment Request Information Disclosure Statement Certified Copy of Priority Document(s) Reply to Missing Parts/ Incomplete Application Reply to Missing Parts under 37 CFR 1.52 or 1.53				Petition Petition to Convert to a Provisional Application Power of Attorney, Revocation Change of Correspondence Address Terminal Disclaimer Request for Refund CD, Number of CD(s) Landscape Table on CD Appeal Communication to Tr (Appeal Notice, Brief, Reply Brie			peal Communication to TC peal Notice, Brief, Reply Brief) prietary Information tus Letter er Enclosure(s) (please Identify			
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Signature		Melas	w/1	Julaa.	<u>البد</u>					
Typed or printed name Melanie Murc			lock	•			Date	March 24, 2005)		

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